



AIR Card Program

What Is the AIR Card Program?

The mission-critical Aviation Into-plane Reimbursement (AIR) Card Program, sponsored by DESC, provides DoD and federal civilian agencies with a means to procure aviation fuel and related services. Program customers utilize AIR Cards to purchase aviation fuel and ancillary services at both DESC contract and non-contract aviation merchants located throughout the world.

The AIR Card Program contractor, a company contracted by DESC, is responsible for processing AIR Card transactions and billing AIR Card customers for all non-fuel purchases. In addition, the AIR Card Program contractor provides program support to DESC, card-accepting merchants, and program customers. DESC recently awarded MSC the AIR Card Program contract.

Because of its proven ability to deliver fuel to the most remote aviation locations, strong marine program and history of government service, MSC selected the BP Group as its secondary offeror for the AIR Card Program. Together, MSC-BP will work to efficiently source quality fuels to DESC-required locations.

Who Is Multi Service Corporation (MSC)?

For more than 26 years, MSC has been developing and managing specialized transaction processing programs to match the precise specifications of its clients and their valued customers. In addition, MSC manages its own proprietary MS Aviation Card Program, a program based upon the most widely accepted corporate aviation charge card in the world. MSC is an internationally respected transaction processor with offices in the United States, Mexico, Australia, the Netherlands, and experience processing transactions originating in more than 190 countries.

What Benefits Will MSC Offer AIR Card Customers?

As the new AIR Card Program contractor, MSC has made extensive efforts to ensure the transition between the former contractor and MSC is seamless for all program participants. In addition, MSC has developed many enhancements to make AIR Card Program participation more convenient and beneficial for DoD customers like you.

The list below outlines just some of the procedural enhancements MSC will incorporate into the new AIR Card Program.

- Increased Card Acceptance**

MSC is committed to expanding the network of AIR Card-accepting merchants. MSC has established an agreement with Air BP to add AIR Card acceptance at all their aviation locations. With the inclusion of Air BP merchants, MSC can offer customers AIR Card acceptance at 600 more locations than the current program contractor.

- Program Training Opportunities**

MSC recognizes that effective training for all program participants is critical to the success of any transaction processing program. MSC has developed training

- Increased Service Levels**

MSC will manage a Program Support team to assist customers with inquiries and requests. Program Support will be available 24 hours a day, 365 days a year by telephone, fax and email. To ensure your program satisfaction, MSC Program Support will adhere to strict service levels designed to ensure you receive professional support in a timely manner.

- History of Ownership Records**

MSC will track and store changes of aircraft ownership not only by date, but also by hour and minute. This information will allow MSC to correctly distribute invoices

seminars, online training references, and additional training measures to strengthen the AIR Card Program. These resources will help you learn to take advantage of every benefit the AIR Card Program offers.

to AIR Card Program customers, even if aircraft ownership changes more than once within any twenty-four hour period. Maintenance of this detailed history file will enable MSC to improve the efficiency of the current AIR Card Program process.

- **Duplicate Bill Filters**

MSC has incorporated duplicate bill filters into its AIR Card processing system. These filters check designated transaction fields for repetition. If repetition is detected, the invoices are flagged as possible duplicates and investigated further. Using these duplicate bill filters, MSC will significantly reduce the number of duplicate invoices submitted to customers through the AIR Card Program.

- **Billing Capabilities**

MSC will allow AIR Card Programs customers to select their preferred measurements, languages and currencies from an available list upon their inclusion in the AIR Card Program. MSC will store these preferences in its secure program database and generate and distribute invoices to customers in the measurements, languages, and currencies they select.

- **Online Account Access**

MSC will introduce a real-time web system to complement the AIR Card Program. With usernames and passwords, program customers can use the system to access their own account and transaction information. The web system will also include a vendor locator, functionality to enable customers to dispute and approve transactions online, and functionality to enable customers to create ad hoc management reports.

- **Purchase Policy Exception Reporting**

MSC will allow AOs to indicate the products and services authorized for purchase on each AIR Card within their jurisdiction on program applications. MSC will generate management reports for AOs outlining all transactions not in accordance with these established purchase policies. These management reports will list the unauthorized products and services purchased and will display the card number, invoice number, and date for each "unauthorized" transaction.

- **Efficient Card Creation**

MSC uses in-house embossers to encode and emboss cards, allowing MSC to issue, perform quality assurance checks, and distribute cards to customers quickly. MSC is committed to issuing and distributing AIR Cards to program customers the very same business days requests are received. In addition, MSC can provide card numbers to new program customers immediately after their inclusion in the program, allowing new customers to begin their participation without waiting to receive cards.

- **Solutions for Incognito Customers**

MSC recognizes that incognito DESC customers may not desire to carry and use AIR Cards, as AIR Cards are typically used by US Government or Military personnel. To accommodate the privacy of these customers, MSC can provide incognito personnel with MS Aviation Cards, cards typically used by corporate flight departments. MSC will flag these customers within its secure systems and process and invoice all MS Aviation transactions they incur as AIR Card purchases.

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